

Microsoft Master Services Agreement Amendment No. 1

(SLGE Central)

Master Services Agreement number
Microsoft affiliate to complete

U5280210

This amends the Master Services Agreement DIR-SDD-1927 ("master agreement") identified above between Texas Department of Information Resources and Microsoft Corporation as of the effective date identified below. Any terms that are used but not defined in this amendment will have the same meanings as in the agreement.

I. Amendment to Terms and Conditions.

- Appendix B** to the master agreement, regarding **Price List – Technical Services and Rates**, is hereby amended and replaced in its entirety by the attached new Appendix B, which reflects Microsoft's current U.S. Public Sector Services Published Price List.

II. Effect of Amendment.

Except as specifically amended by this amendment, all provisions of the master agreement shall remain unchanged and in full force and effect. When this amendment is fully executed, you will receive a confirming copy.

<i>Customer</i>	<i>Microsoft</i>
Name Texas Department of Information Resources	Name Microsoft Corporation
Signature on file	Signature on file
Printed Name Carl D. Marsh	Printed Name David T. Gallagher
Printed Title Chief Operating Officer	Printed Title Director of Contracts
Signature Date 1-31-2013	Effective Date 02-05-2013

Microsoft Technical Services	Abbreviation	Hourly Rate
MS Engagement Manager	MEM	\$ 259.00
MS Architectural Technician	MAT	\$ 288.00
MS Principal Technician	MPT	\$ 274.00
MS Senior Technician	MST	\$ 259.00
MS Technician	MT	\$ 234.00
MS Associate Technician	MATC	\$ 205.00
Technician V	T5	\$ 250.00
Technician IV	T4	\$ 232.00
Technician III	T3	\$ 206.00
Technician II	T2	\$ 180.00
Technician I	T1	\$ 155.00
Technician	T	\$ 129.00
Associate Technician	AT	\$ 103.00

Microsoft Premier Support Services Rates are provided on next page.

Microsoft Premier Support Services	Pricing Unit	Rate	Notes		
Problem Resolution Hours	Hour	\$ 214.00			
Application Developer	Hour	\$ 246.00	Minimum block of 100 hours required		
Services Resource Travel	Each	Negotiated Fixed Fee up to 'x' visits			
Rapid Onsite Support Services (ROSS)	Hour +T&E	\$ 271.00			
Support Account Management Hours	Hour	\$ 220.00			
Support Assistant Hours	Hour	\$ 225.00			
Additional Microsoft Premier Support Services					
Dedicated Support Engineer for specific technology (Windows Server, SQL, Exchange, SMS, Sharepoint)	Hour	\$ 239.00	Minimum block of 200 hours required		
Dynamics Support (Great Plains, Axapta, CRM, ERP)	Hour	\$ 239.00	Minimum block of 200 hours required		
Third Tier Support Add On		1 Technology	2 Technology	3 Technology	4+ each additional Technology
60-119 Problem Resolution Hours	Each	\$ 12,293.00	\$ 8,757.00	\$ 4,378.00	\$ 4,378.00
120-199 Problem Resolution Hours	Each	\$ 16,404.00	\$ 8,757.00	\$ 4,378.00	\$ 4,378.00
200-299 Problem Resolution Hours	Each	\$ 17,513.00	\$ 8,757.00	\$ 4,378.00	\$ 4,378.00
300-399 Problem Resolution Hours	Each	\$ 22,504.00	\$ 11,252.00	\$ 5,626.00	\$ 5,626.00
400-499 Problem Resolution Hours	Each	\$ 27,062.00	\$ 13,531.00	\$ 6,766.00	\$ 6,766.00
500-599 Problem Resolution Hours	Each	\$ 31,186.00	\$ 15,593.00	\$ 7,797.00	\$ 7,797.00
600-699 Problem Resolution Hours	Each	\$ 34,876.00	\$ 17,438.00	\$ 8,720.00	\$ 8,720.00
700-799 Problem Resolution Hours	Each	\$ 38,132.00	\$ 19,066.00	\$ 9,534.00	\$ 9,534.00
800-899 Problem Resolution Hours	Each	\$ 40,954.00	\$ 20,477.00	\$ 10,239.00	\$ 10,239.00
900+* Price per hour	Each	\$ 43.00	\$ 22.00	\$ 11.00	\$ 11.00
Proactive Engagement Add Ons					
Operational	Varies	Variable			
Customized Engagements	Varies	Variable			
Managed IP	Varies	Variable			
Premier Training Add On					
Premier Workshops	Varies	Variable			
Exchange IT Fellowship	Each	\$ 8,500.00			
Tech Ed	Varies	Variable			